

PROGRAM CONNECTION COMMITTEE
MINUTES FOR FRIDAY, NOVEMBER 19, 2004

Present: Cindy Suttan, Doreen Lang, Edie Sprehn, Shirley Ross, Shirley Kitchen, Marilyn Puts, Leslie McAllister, Lynn Brenner, Liz Mahloch, Tim Gessler, Gerry Mayhew, Pirkko Zweifel

Training-Gerry Mayhew:

Gerry discussed the following:

- two new offerings that will be available the first week of December-W-2 101 for Child Welfare Workers and Child Welfare 101 for W-2 workers. Workers can get ECM credit by clicking the link. This will be 3 hours of credit, but it may only take about 45 minutes to complete. The Child Welfare workers course will be on the internet and is being presented to the Training Partnership.
- After the first of the year there will be an entire years Bridges to Collaboration available. Many community based organizations will be invited to attend.
- The training section now has a certified trainer for Bridges Out of Poverty.
- New Webi will hopefully be available in March
- CARES Worker web training for setting up functionality-management, ATL in January

Child Care-Pirkko Zweifel

Pirkko discussed the following:

- Child Care after school rates was not included in the survey as it does not affect maximum rates. The Department felt that providers would send in their rate sheets with the info and that agencies would be able to enter from there. The office of Child Care is encouraging agencies to contact providers for the information and enter by the end of December. There was discussion of handout of Ops Memo 04-46. A suggestion was made that DWD mail a check stuffer asking providers for their after school rates. Pirkko will take this back to the Department.
- The licensing interface is causing confusion. Workers should be told that is they can't get an authorization into the system, to call it in. DWD needs to fix this problem.

Up Front Services For IM and W-2-Edie Sprehn

Edie discussed the following:

- Entering a participant into the WP subsystem prior to placement is having a negative effect on performance standards denominators. BWI had clarified that these individuals are included in entered employment and all other standards. The information is pulled from AIWP. If you have a negative impact you may ask for an adjustment.
- There was also discussion on W-2 Ts in ESL having a negative impact on both numerators and denominators in performance standards. This was suggested as a topic for C&I agenda, but Department response is that this topic is not ready for discussion.
- The Department is working on a process of referrals to the WP subsystem that will not add individuals into the denominator. This will not be ready until after the first of the year.

Status of Medical Assistance Redetermination Letters-Shirley Ross

The issue still remains that review letters to customers do not include all of the options in which a review can be completed and that an easy way to print review labels needs to be developed. This issue has been given to The Notices and Letters Workgroup (DWD/DHFS), but nothing can be done until after CARES Worker Web as there is a freeze for changes to CARES at this point. ACD needs to be made more user friendly in this area, as to get the information needed now,

you are cutting and pasting from two reports and exporting to excel. This will be taken back to the Department. A suggestion was also made that review lists need to contain the case address.

IMAC Updates-Lynn Brenner

Lynn discussed the following:

- BadgerCare Verification Update-The caseload has been dropping since EVF. The Department has been tweaking the forms and is not sure that the drop in caseload is all related to the employer forms. A decision may be made to go with e-mail for employers.
- ECF-Pilots are Dane, La Crosse, and Price. Getting files ready is a tedious process that is taking up a lot of agency time. The mail coming in should be scanned and go to a worker in box, but the system does not have the capability. Each agency receives one scanner and software. Additional costs would be \$1000.00 per card and license. A cheat sheet is being developed to assist in getting files ready for scanning. Do not scan anything that is not necessary.
- CARES Worker Web-User testing has taken place for 30 out of 130 pages. Pilots will be Sauk and Jefferson. Implementation will begin in the southwest corner of the state and move counterclockwise with Kenosha being last. ATLS, transfer coordinators will need some hands on training. The committee wanted hands on training for all workers, but instead there will be a maximum of 16 hours of computer based learning. There will be an assessment at the end that workers must pass or they will not be allowed system access.
- The Food Stamp error rate through the month of July was at 6.6. The Department is hoping to end up at 6% as that would make any sanctions very minimal. The statewide PAC project is ending due to end of reinvestment dollars. Three staff will remain in Milwaukee.

There will be no meeting in December.

Respectfully submitted by:
Liz Mahloch